CCR #	Initiator	Installation	Initiation Date	Status	Status Date	Priority	Type	Size	Expected Release	Expected Release Date
Title			**Description**				**Recommended Action**			
20040015	Moore, Phil	MSFC	8/11/2004	Approved	8/11/2004	High	DR			

NPPS Refresh not matching correctly.

NPPS refresh results in Civil Service account information being written to incorrect record of another civil servant or contractor with the same name.

Matching algorithm needs to be corrected. Certain key fields should never be updated by the refresh, in particularly birthdate and last4 SSN. Attempts to change these last 2 fields should be flagged and require human intervention.

CCR #	Initiator	Installation	Initiation Date	Status	Status Date	Priority	Type	Size	Expected Release	Expected Release Date
20040014	Moore, Phil	MSFC	7/1/2004	Approved	7/1/2004	High	RC			

Make user history accurate and correspond to "date last update" on first page of individual Manage Users.

It is difficult to determine a course of action with the user history in it's current condition. Entries are put in with incorrect date/time/changed by fields. Time on first page does not correspond to last time an entry was made in the user history.

In it's current condition admins sometimes have to "guess" whether or not to reset a password, etc.

Admins should not have to guess as to what needs to be done in order to help a user. Contacting all users whose user-history exhibits this problem is not feasible.

CCR #	Initiator	Installation	Initiation Date	Status	Status Date	Priority	Type	Size	Expected Release	Expected Release Date
Title			Description				Recommended Action			

| 20040013 | Shamp,Cheryl D | KSC | 6/18/2004 | Approved | 6/18/2004 | Emergency | RC | | | |

Once a new civil servant has been added to the database that is located at a center where the NORS interface is live. They should be given access automatically to SOLAR and NORS.

Since data is being transferred to different databases and the SSO system does its checks on accounts then creates an account. There should be another feature that recognizes that civil servants location and should automatically grant access to NORS if that civil servant is located at a center where the NORS interface is being used.

Create a program that automatically grants Civil servants at a location where NORS is live access to NORS

| 20040012 | Hoover, Sean | GSFC | 5/11/2004 | Closed | 5/20/2004 | NONE | RC | | | |

Display of Learnerid and SSOid within SSO

When attempting to locate a user from the SSO Admin Tool 'Find and Manage Users ' function you may end up with multiple hits. You must drill down (many times to to actually locate the individual you are searching for. This causes an increase in research time and a delay in responding to the customer.

Add the LearnerID and SSOID to the page that displays the multiple hits from the search. This will allow the person performing the research to quickly identify the individual they are seeking and many times prevent the necessity of more detail screen displays. This will save time.

CCR # Title	Initiator	Installation	Initiation Date Description	Status	Status Date	Priority	Type Recommended Action	Size	Expected Release	Expected Release Date
20040011 e-Learning Initiative page	Fogle, Sheila	MSFC	5/11/2004 With the initiative to combine all Federal Government e-Learning systems under the direction of one agency there must be a way to keep the NASA community informed and statused on the effort.	Closed	5/20/2004	NONE	RC Create a Web page accessible from SOLAR and the SSO Home page that link to initiatve information sites. This will allow up-to-date information on the e-Learning initiative to be available to the NASA community.			
20040010 Update MSFC contractors to say UNITeS as the active contract.	Worley, Stephen, F	MSFC	5/10/2004 Currently within SSO/SOLAR, contractors working on the UNITeS contract that transitioned from the PrISMS/CSOC contract still say PrISMS/CSOC. The system needs to tie these individuals to the correct contract designation in order for reporting to be correct.	Closed	5/21/2004	NONE	RC Update all contractor staff that transitioned from the PrISMS/CSOC contract to the UNITeS contract to indicate UNITeS as the active contract.			

CCR #	Initiator	Installation	Initiation Date	Status	Status Date	Priority	Type	Size	Expected Release	Expected Release Date
Title			**Description**				**Recommended Action**			
20040009	Grant, J. Greg	JSC	4/29/2004	Closed	5/3/2004	Emergency	RC			
White Sands Test Facility (WSTF) is not recognized as a physical location in A-Star			JSC has a small number of civil servants that are permanently located at White Sands. Since WSTF is not recognized in A-Star, the JSC civil servants that reside there, can't egister their correct physical location. As a result, they are not getting training credit reflected on their record.				Add a NS311 field to A-Star			
20040008	Hoover, Sean	GSFC	4/15/2004	Withdrawn	4/20/2004	Emergency	RC			
Active and Inactive learners in Astar, but information provided by SSO.			Duplicate active learners with multiple training history records in Astar.				Allow Astar Administrators access to change a learner in Astar/SSO from Active to Inactive. Before SSO, we had this as an option. The option was removed when SSO was implemented.			

CCR # Title	Initiator	Installation	Initiation Date Description	Status	Status Date	Priority	Type Recommended Action	Size	Expected Release	Expected Release Date
20040007 NPPS Refresh Problems	Moore, Phil	MSFC	4/14/2004 Two problems with the NPPS Refresh have been identified: 1) The refresh will result in modifying a user's status from contractor to civil servant in AdminSTAR but the SSO account is left as contractor in SSO. 2) When a user's account is deactivated (due to changing centers, usually) and then reactivated at a new center, the NPPS refresh sets all fields correctly except the flag to change from "inactive" to "current".	Approved	4/20/2004	NONE	DR			
20040006 Modification of Username (SOLAR ID)	SOLAR	MSFC	4/14/2004 When a user has a name change (married, divorced, etc) their name changes, there is a need to be able to change the SOLAR username accordingly. SSO/SOLAR is one of the few systems that NASA Community users have available to them that does not have this capability.	Withdrawn	4/20/2004	NONE	NONE			

CCR #	Initiator	Installation	Initiation Date	Status	Status Date	Priority	Type	Size	Expected Release	Expected Release Date
Title			Description				Recommended Action			
20040005	Brinkley, Robert L	DFRC	4/7/2004	Closed	4/20/2004	High	RC	MEDIUM		

User ID/Login change to DFRC unique ID (replaces approved SOLAR CCR 20040007)

Ability to identify users by name that is inconsistant with other center databases for reporting at an agency level. This requires a substantial amount of effort and is prone to errors.

Please change all DFRC user Ids to a Center unique ID in order efficiently respond to Agency reporting requirements. Dryden will provide a data table with current username and corresponding unique ID in whatever formay is required.

As modified at the March 30, 2004 CCB: SSO will be modified in the following manner:
A new field will be added to the SSO profile call "Alternate User ID". This field will be manually populated by the user.
The SSO team will accept spreadsheet inputs from the centers and will develop update scripts that will populate this new field from that input. The SSO login process will be changed to allow users to log into SSO with their standard SSO ID or with their Alternate User Id. Reports will be examined to determine which need to be modified to display the Alternate Id.

| 20040004 | Hoover, Sean | GSFC | 4/6/2004 | Withdrawn | 5/12/2004 | Emergency | RC | | | |

Unique User ID for SSO

Request is being submitted for both Headquarters and Goddard civil servants and contractors to be tracked in SSO by using the X500 unique user ID, instead of using the SSO ID numbers and Social Security Numbers. When employees request their training histories, I must first check Astar, then check SSO to find out if the learner is assigned two ID's, then create a query using both ID's in order to pull a complete an accurate training record.

Replace learner's multiple user ID's and names with one unique user ID and name. Since the x500 is using a unique ID system for their directory, I suggest using the same system.

CCR #	Initiator	Installation	Initiation Date	Status	Status Date	Priority	Type	Size	Expected Release	Expected Release Date
Title			Description				Recommended Action			
20040003	Moore, Phil	MSFC	2/9/2004	Closed	4/28/2004	Medium	RC			
Non-NASA Civil Servant status			When a user creates an account and chooses the status of "Civil Servant (Non-NASA)", the account creation tool skips the Point of Contact information page, yet the account is put on the Validate list if the user did not use a .nasa.gov email address.				Treat Civil Servant (Non-NASA) requests like contractor requests and allow them to enter Point of Contact information. Also, a contractor should not be able to complete the registration process without filling in the Point of Contact information.			
20040002	Moore Phil	MSFC	2/3/2004	Approved	2/20/2004	Medium	RC			
NPPS Refresh does not change account status to "current" when AdminSTAR status is updated to active.			The "Active_Flag" is set from 0 to 1, but the status is left at "Inactive".				When the NPPS refresh updates an account in AdminSTAR to "active" the corresponding account in SSO should be made "Current".			

CCR # Title	Initiator	Installation	Initiation Date Description	Status	Status Date	Priority	Type	Size	Expected Release	Expected Release Date Recommended Action
20040001 Email field not completely visible to SSO Admins	Setzer, Louise	MSFC	1/9/2004 When an SSO Admin is editing a user's account, the email field is not fully visible until "Save" is selected.	Closed	1/20/2004	NONE	RC	SMALL		
20030027 Not Allowing Civil Servants to update NPPS fields on their User Profile	Rowell, Steve, K	MSFC	12/18/2003 Civil Servant learners are updating fields on their User Profile that only NPPS or an SSO Admin should change. This is causing problems when trying to match SSO learner to AdminSTAR learners.	Closed	12/20/2003	High	RC	SMALL		Do not allow NASA Civil Servants to change Assigned Location, Assigned Org, Date of Birth, and Social Security Number on theUser Profile screens. Display a note saying that these types of changes will be made during the weekly NPPS refresh. Also give instructions to notify Solar.support if this is not acceptable.

CCR #	Initiator	Installation	Initiation Date	Status	Status Date	Priority	Type	Size	Expected Release	Expected Release Date
Title			**Description**				**Recommended Action**			
20030026	Rowell, Steve K.	MSFC	12/16/2003	Closed	12/30/2003	High	RC	1.1.1		12/30/2003
Full Name Mismatch			In the SSO matching routines with AdminSTAR for the User function and the Admins function, full names are not matching when there is no middle inital.				Blank middle initals are not stores as the same value in SSO and AdminSTAR. In some cases the blank is stores as a "null" and in others it is stored as a space (or blank). Correct the matching routine to compensate for this difference.			
20030025	Rowell, Steve K.	MSFC	12/10/2003	Closed	4/28/2004	High	RC			
Merge process causing errors			The User Acount Merge process is merging the SSO accounts, but does not merge the SOLAR accounts.				Correct the Merge process so that it merges both SSO and SOLAR records, and if possible, the AdminSTAR records.			

CCR #	Initiator	Installation	Initiation Date	Status	Status Date	Priority	Type	Size	Expected Release	Expected Release Date
Title			Description				Recommended Action			
20030024	Bodiford, Sandra	KSC	12/1/2003	Closed	12/20/2003	Emergency	RC			
Eleminating the DOB Year			Requiring the full Date of Birth (DOB) may have legal ramifications. Eleminating the DOB Year will make this process more secure.				Change the process to require only the DOB month and day only.Year should not be necessary in order to achieve an exact match.It is requested that the format for "Question to SME" inquiries be modified to include the submitters e-mail address.			
20030023	Morris, Gretchen A.	GRC	11/17/2003	Closed	4/28/2004	Medium	RC			
Question? Default Locations?			When a person goes into SSO as a new account, are the Assigned and Physical locations defaulted to ARC (Ames)? I don't see a blank or "pick a center" item at the top of the list. I assume that when they go to update their old account, the location field has already been populated with what they had listed in SOLAR - is this a correct assumption?				If the default is ARC, please create a "pick a center" default so that we know those who didn't go in and change it and so that we don't have people assigned to ARC from other centers.			

CCR # Title	Initiator	Installation	Initiation Date Description	Status	Status Date	Priority	Type Recommended Action	Size	Expected Release	Expected Release Date
20030022	Moore, Philip	MSFC	11/7/2003	Closed	4/16/2004	Medium	RC			
Change Password Rules			The rules for setting passwords should be listed very simply on any page where a user is setting a password. This would include both the change password screen and the initial setting of password screen when an account is created.							
20030021	SOLAR Team	MSFC	11/6/2003	Closed	11/20/2003	High	RC			
Revamp the Login Screen / Account lookup			A few of the changes need are: The FORGOT PASSWORD link should be more prominant.The account lookup should be a 1 step process - direct link. The "NO: this is not me" message should be first or higher on the page. The Username should be added as a search criteria. The "Invalid username/password" message should be much more prominant, easily seen and unambiguous.							

CCR #	Initiator	Installation	Initiation Date	Status	Status Date	Priority	Type	Size	Expected Release	Expected Release Date
Title			**Description**				**Recommended Action**			
20030020	Rowell, Steve K	MSFC	11/6/2003	Closed	11/20/2003	High	RC			
Refresh Civil Servant Data			Users have made erronious changes to their profile data, which may cause metric report to be faulty				Refresh all civil servant records from the NPPS extract file.			
20030019	Rowell, Steve K	MSFC	11/6/2003	Closed	4/16/2004	High	RC			
Make Lookup Tool more user friendly			Changes need to be made to the Lookup tool used when a user forgets their password. these changes will make the process more understandable for the user, and will provide better information to Solar Support.				Suggested changes: 1. Capture First Name and MI 2. When users are found, displayCenter and Phone Number in addition to what is already being shown 3. When users are found, display a message altering the user that "other people at other centers may have their same name" 4. Include all search criteria on the email to Solar support 5. When users are not found, include clear instructions on what to do next (i.e. contact Solar support).			

CCR # Title	Initiator	Installation	Initiation Date Description	Status	Status Date	Priority	Type Recommended Action	Size	Expected Release	Expected Release Date
20030018	Rowell, Steve K	MSFC	11/6/2003	Closed	11/20/2003	Emergency	RC			
Alternate Email Address in Lookup Tool			Sending the new password to the alternate email address from the Lookup tool allows the wrong person to access and change user profile data.				Disable the "Yes this is me, email is incorrect" option from the lookup choices. also, change the verbiage of the other "yess" option to just read "yes, this is me".			
20030017	Hoover, Sean	GSFC	10/24/2003	Withdrawn	4/16/2004	Low	RC			
Change control requests			For SSO, Astar/NORS and SOLAR, the CCB members of each group should be emailed a copy of a CCR when it is submitted. Now, only the submitter and the Marshall technicians and project managers receive the requests.				Add CCB member email addresses to the distribution list when a CCR is submitted.			

CCR # Title	Initiator	Installation	Initiation Date Description	Status	Status Date	Priority	Type Recommended Action	Size	Expected Release	Expected Release Date
20030016	Hoover, Sean	GSFC	10/24/2003	Closed	4/28/2004	Emergency	RC	SMALL		
A* Learners and SSO Learners			As administrator of SSO, HQ and GSFC A*, there is presently no way to match a learner in A* with the same learner in SSO. If duplicate learners are found in A* and SSO, there is no way for me to determine which learner SSO is using as its match. If the A* administrators are being asked to be administrators of SSO also, we must be able to tell what the systems are using as a match. The A* administrators should also be able to see the training histories of the duplicate learners in SSO (SOLAR), so that no mistakes are made when merging the users.				Create a "read only" field in SSO that will reflect the same unique identifer that A* uses to match the learners. Or, create a 'read only' field in A* that will reflect the unique identifier that SSO uses to match the learners. Or Allow for the SSO ID of a learner to be used in A* to match (search) for the same learner. The SSO ID can be retrieved from the "change password screen" in SSO, allowing the use of the ID in A* to match learners.			
20030015	Moore, Philip	MSFC	10/23/2003	Closed	4/28/2004	Emergency	RC			
Users Can Access Wrong Account			User's can enter their own information, but the search routine currently can pull up a different account. The user can then request a password reset for the wrong account and thus gain entry into SOLAR under the wrong account.				Change the search algorithm so that when a match of first name, middle initial, last name finds more than one person, that the process is immediately terminated and sent to the Help Desk for resolution.			

CCR # Title	Initiator	Installation	Initiation Date Description	Status	Status Date	Priority	Type Recommended Action	Size	Expected Release	Expected Release Date
20030014 user History Report	Setzer, Louise A.	MSFC	10/23/2003 In the SSO Admin Functions, the User History is not correctly recording changes made to a user's record. Currently changes made to a user's account are showing "Date Last Updated 31-DEC-03" (See Phil Moore for additional issues that need to be corrected).	Closed	4/28/2004	NONE	RC			
20030013 Change Usernames	Team, SOLAR	MSFC	10/20/2003 The facility to change usernames for user's who have experienced a name change should be made available at the ADMIN level.	Withdrawn	4/16/2004	NONE	RC			

CCR #	Initiator	Installation	Initiation Date	Status	Status Date	Priority	Type	Size	Expected Release	Expected Release Date
Title			Description				Recommended Action			
20030012	Team, SOLAR	MSFC	10/17/2003	Closed	10/20/2003	NONE	RC		1.2	
SSO Password Hint			Implementation of a password hint system for SSO would help to minimize the help desk load, particularly during high hit periods, such as release of required courses. Auto-generated passwords would no longer be needed.							
20030011	Team, SOLAR	MSFC	10/17/2003	Closed	4/28/2004	NONE	RC			
SSO Allows Creation of Multiple Accounts			SSO allows a user to create multiple accounts.				Modify software to recognize a user and not allow the creation of an account if a current account exists.			

CCR #	Initiator	Installation	Initiation Date	Status	Status Date	Priority	Type	Size	Expected Release	Expected Release Date
Title			**Description**				**Recommended Action**			
20030010	Setzer, Louise A.	MSFC	10/9/2003	Closed	10/20/2003	Medium	RC			
Auto validation of accounts with .mil email address			When a new SSO account is created, text says "...an email address ending in .gov or .mil. will be instantly created..." This is not correct for .mil. Only accounts with an email address with 'nasa.gov' are automatically validated.				Change text to remove 'or .mil'			
20030009	Rowell, Steve K	MSFC	10/9/2003	Closed	10/20/2003	Emergency	RC			
Required Fields in User Profile not completed			Users of SSO are able to exit the SSO Profile Screen without inputting all required data. This can be done by clicking on the SSO Home button.				Remove the SSO Home buttom from the User Profile screen. This will help force the user to stay on the profile page until all required data is entered.			

CCR # Title	Initiator	Installation	Initiation Date Description	Status	Status Date	Priority	Type Recommended Action	Size	Expected Release	Expected Release Date
20030008	Davis, Colleen	MSFC	10/9/2003	Closed	4/28/2004	Medium	RC			
Notification of new user account status			Currently in SSO, new users who request an account using emailaddresses other than nasa.gov are not notified via email that their account is on the validate list waiting for approval from the government point of contact they listed when the account was created. There is a note on the account information page stating other email address endings will require approval by a NASA sponsor.				Send an email to users when their account is waiting for approval from their government point of contact and/or display a screen that notifies the user after their account has been submitted.			
20030007	Wilson, June	MSFC	10/7/2003	Closed	4/28/2004	NONE	DR			
Edit buttons broken -- Netscape 7.1			The "Edit" buttons on "My Account" pages and do not work in Netscape version 7.1. The "Edit" buttons for Admin tools pages work okay.							

CCR #	Initiator	Installation	Initiation Date	Status	Status Date	Priority	Type	Size	Expected Release	Expected Release Date
Title			Description				Recommended Action			
20030006	Setzer, Louise A	MSFC	10/7/2003	Closed	1/16/2004	Medium	RC			
Rejected/New users accounts			New users who have an 'rejected' or 'new' account rather than a current account have sometimes been able to log into their account before the account is validated (made current). They were able to take and complete a test. The certificate is in their user history but the account is shown as 'rejected' or 'new'.							
20030005	Rowell, Steve	MSFC	10/6/2003	Closed	10/20/2003	Emergency	RC			
Improved matching with AdminSTAR			The logic that attempts to match first time SSO contractor users to AdminSTAR needs to be changed in order to achieve more matches.				Examine AdminSTAR to determine alternative data elements to match on when trying to determine if a user already has a record in the AdminSTAR system.			

CCR #	Initiator	Installation	Initiation Date	Status	Status Date	Priority	Type	Size	Expected Release	Expected Release Date
Title			**Description**				**Recommended Action**			
20030004	Davis, Jacky, J	MSFC	9/29/2003	Closed	10/1/2003	NONE	RC			
Passing system date for termination date to ASTAR			Currently in the SSO Admin Screen when the 'Revoke Access' is selected the system date is passed to ASTAR for a termination date for Civil Servants and Contractors.				Do not send the system date to ASTAR whenever an SSO ID is revoked for a Civil Servant only. If the id is for a non-npps person then still send system date. NPPS will terminate civil servant employees when the weekly refresh is run.			
20030003	Davis, Jacky, J	MSFC	9/29/2003	Closed	4/28/2004	NONE	RC			
Display of SSO User ID			Currently, there is no mechanism for displaying the SSO users id in the SSO Admin. The ASTAR training office admin's have no way of verifying a learner match in AdminSTAR with SSO.				Display the SSO User's ID in the SSO Admin screen. A similar 1620 will be created in ASTAR for displaying SSO ID as well.			

CCR #	Initiator	Installation	Initiation Date	Status	Status Date	Priority	Type	Size	Expected Release	Expected Release Date
Title			**Description**				**Recommended Action**			
20030002	Rowell, Steve K.	MSFC	9/15/2003	Closed	10/1/2003	Emergency	RC			
Failure to locate contractors during Forgot Password			The SSO process for forgotten passwords attempts to locate users using the last four digits of their SSN and their birth date. This presents a problem for contractor employees who have not logged into SSO since its go-live. SSO will not have record of their last-four and birth-date, therefore they will not be found. This will require a manual intervention from the SOLAR Support Desk for thousands of contractor employees.				Modify the SSO Forgot Password process to look at alternative data fields to locate contractor employees. One suggestion would be to use Last-Name and Email address in the event the Last-Four and/or birth-date fields have not been populated. If the Last-Four and/or birth-date fields have been populated, then use Last-Name, Last-four and Birth-Date.			
20030001	Rowell, Steve K.	MSFC	8/28/2003	Closed	10/1/2003	High	RC			
Possible duplication of NASA Civil Servants			The possibility exists for new NASA employees added to the SSO via the Administrative "Add" function can result duplicate records being created in AdminSTAR after the NPPS refresh is executed.				The Training Administrators need to be required to enter the full Social Security Number (SSN) when adding new NASA government employees via the SSO Admin function. The full SSN then needs to the passed to AdminSTAR in the Learner-Id field in place of the system generated Learner-Id currently being passed. The Add function should operate as it currently does for all other employee types (Employee Type > 1). That is: the system should require only the last four digits of the SSN, and the system generated Learner-Id should be passed to AdminSTAR.			

A modification should be made to the particular SSO Admin page where this information is entered. The page should require the Employee Type to be selected before any SSN info is entered. Depending on the Employee Type selected, the system should dynamically require the full SSN or just the last four digits.